



Dear Customer,

**Barrowford Post Office® branch**  
**Previously located at: Spar Store, The Fountains, Gisburn Road, Barrowford,**  
**Nelson, BB9 8LQ**

**Decision - move to new premises & branch modernisation**

I'm writing to confirm that we will be proceeding with our proposal to re-open the above Post Office branch at 136 Gisburn Road, Barrowford, Nelson, BB9 6HQ, where it will operate as one of our new local style Post Office branches.

We have received a number of comments from customers during the consultation period, virtually all were in support of the move as customers welcomed the restoration of Post Office services in the area, with the longer opening times that would be available at the proposed location. We were also advised that for some customers there were concerns about crossing the busy Gisburn Road.

I acknowledge that some customers will need to cross Gisburn Road, however, there is a crossing within 40 metres of the proposed location, which we advise customers to use.

We know that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access at the new premises will have a portable ramp available on request, with a bell and signage to indicate required assistance. Internally, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We have been working closely with the new operator on the internal layout and fixtures and fittings will be aligned to make sure there is clear access into the premises. The entrance area, aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the store easily.

We do recognise that some customers may be concerned about carrying out their Post Office business in a different type of environment from what they are used to. I would like to assure you that this doesn't compromise the professional service that we expect to be provided at all our Post Office branches. Staff will be fully trained in Post Office transactions with staffing levels aligned to meet customer demand. We are also working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service.

The new local style Post Office will operate from two Post Office serving points located on the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, opening longer on Sunday and earlier opening times throughout the week, so customers can use our services at times that suit them better.

I have carried out a final review of my original proposal and the feedback received during the public consultation period. I was pleased to learn of customers support for the move and we are delighted that The Barrowford branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide future sustainability. We already have over 3000 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

I am pleased to confirm that the new service will open on Wednesday 8 June 2016 at 13:00

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 155407

Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.





Thank you for considering our proposal.

Yours faithfully



**Simon Drinkwater**  
**Regional Network Manager**

#### How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 03457 22 33 44  
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use and no further address details are required.**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: [www.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.**

<b>Barrowford Post Office information sheet</b>															
<b>Address</b>	136 Gisburn Road Barrowford Nelson BB9 6HQ														
<b>Post Office opening hours</b>	<table border="1"> <tr> <td>Mon</td> <td>05:00 – 17:30</td> </tr> <tr> <td>Tue</td> <td>05:00 – 17:30</td> </tr> <tr> <td>Wed</td> <td>05:00 – 17:30</td> </tr> <tr> <td>Thu</td> <td>05:00 – 17:30</td> </tr> <tr> <td>Fri</td> <td>05:00 – 17:30</td> </tr> <tr> <td>Sat</td> <td>05:00 – 17:30</td> </tr> <tr> <td>Sun</td> <td>05:00 – 13:00</td> </tr> </table>	Mon	05:00 – 17:30	Tue	05:00 – 17:30	Wed	05:00 – 17:30	Thu	05:00 – 17:30	Fri	05:00 – 17:30	Sat	05:00 – 17:30	Sun	05:00 – 13:00
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<b>Distance</b>	Approximately 360 metres away from the previous branch, along varied terrain.														
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> A bell would be provided at the entrance to the proposed premises and a portable ramp would be available on request. Internally there would be a hearing loop.</p> <p><b>Parking</b> There is limited roadside parking available close to the premises and a car park across the road via a crossing within 40 yards of the branch.</p>														
<b>Buses</b>	There is a regular bus service between the previous branch location and the proposed premises.														
<b>Retail</b>	Newsagent														
<b>Date of change</b>	Wednesday 8 June 2016 at 13:00														

**Barrowford Post Office® services available**

**Your Postmaster or our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)**

**Mail**

First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	<b>Express 24 &amp; 48</b>
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓

**Withdrawals, deposits and payments**

Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓

**Bill payments**

Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x

**Driving**

Car tax	x
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**Licences**

Rod fishing licences	✓
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**Travel**

Pre-order travel money	✓
On demand travel money	✓ <b>(Euro only)</b>
Travel insurance referral	✓
On demand travel insurance	x
Passport Check & Send	x

Mobile Top-ups & E vouchers	✓
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**Payment by cheque**

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Products marked x are available at **Nelson Post Office**  
Unit 3, Place de Creil, Nelson, BB9 9AN

Opening times:  
Mon to Fri 09:00 – 17:30  
Sat 09:00 – 15:00